

# Refugee Settlement Support Project: Best Practices Webinar Series

## Keeping up-to-date

Monday, July 31, 2017

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Asking a question during the discussion part of this webinar:

**“Raise your hand”**  
here to be unmuted  
by the moderator

**Type a question** for  
the presenter here

The image shows a screenshot of the GoToWebinar Control Panel. The window title is "GoToWebinar Control Panel". It has a sidebar on the left with icons for navigation, audio, chat, and a hand icon. The main area is divided into sections: "Audio" and "Questions".

**Audio Section:**

- Microphone icon with a red slash through it.
- Radio buttons for "Computer audio" (selected) and "Phone call".
- A large red "MUTED" text.
- A dropdown menu showing "Built-in Microphone".
- A volume slider.
- A dropdown menu showing "Built-in Output".
- Text: "Talking: Sara Shahsiah".

**Questions Section:**

- A large empty text box for typing a question.
- A text input field with the placeholder "Type question here.".
- A "Send" button with a paper plane icon.

**Footer:**

- Text: "Test webinar w Lucine T" and "Webinar ID# 655-384-395".
- GOIC logo.

# Overview

Part 1 - Listservs, e-blasts and more

Part 2 - Useful contacts

Part 3 - Discussion



# PART 1: Listservs, eBlasts and more



Conseil canadien pour les réfugiés  
Canadian Council for Refugees

CCR Listserv: <http://ccrweb.ca/en/ccrlist>

- Nation-wide
- Refugee advocates, refugee lawyers, service providers, refugee sponsorship groups
- Policy changes, media scan and Q&A
- Average 5+ messages/day

# Listservs, eBlasts and more

Refugee  
Sponsorship  
Training  
Program

## Private Sponsorship of Refugees (PSR) listserv:

[www.rstp.ca](http://www.rstp.ca)

- Nation-wide
- Anyone interested in refugee sponsorship
- Changes related to the PSR Program, events and training opportunities
- List members can post questions and answers
- Average 2 messages/week

# Listservs, eBlasts and more



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Newsroom email subscription:

[www.cic.gc.ca/english/departement/media/subscription.asp](http://www.cic.gc.ca/english/departement/media/subscription.asp)

IRCC Newsletter subscription:

[www.cic.gc.ca/english/resources/enewsletter/index.asp](http://www.cic.gc.ca/english/resources/enewsletter/index.asp)

# Listservs, eBlasts and more



**In the Field Newsletter:** <http://ocasi.org/in-the-field>

- Ontario-focused, monthly e-newsletter with information about sector news, OCASI programs and updates on member agencies

**Settlement At Work Newsletter:**

<https://settlementatwork.org>

- Ontario-focused, bi-weekly newsletter with information on sector news, events, jobs, RFPs and more

**Follow OCASI on Twitter:** @OCASI\_Policy, @Settlement\_Org



# Listservs, eBlasts and more

## Local Immigration Partnerships (LIPs)

- Local news on events and other news related to immigration and settlement
- Email or newsletter
- [http://wiki.settlementatwork.org/index.php/Local Immigration Partnerships](http://wiki.settlementatwork.org/index.php/Local_Immigration_Partnerships)



# PART 2: Useful Contacts



## Interim Federal Health Program (IFHP)

Inquiries:

- [IFH-PFSI@cic.gc.ca](mailto:IFH-PFSI@cic.gc.ca)
- Any questions not already covered by the [IFH Application Guide](#), [Summary of Coverage](#) webpage, or the [IFHP Q&A](#)

Search IFHP Providers:

<https://ifhp-pfsi.medavie.bluecross.ca/en/search-ifhp-providers>

# Useful Contacts

## Questions around a client's PSR application



- Processing times:
  - [www.cic.gc.ca/english/information/times/index.asp](http://www.cic.gc.ca/english/information/times/index.asp)
  - [Electronic Client Application System](#) (E-CAS)
  - [IRCC.INROCO-CORORI.IRCC@cic.gc.ca](mailto:IRCC.INROCO-CORORI.IRCC@cic.gc.ca)
- Clarification around procedures and forms: [ontariosponsors@rstp.ca](mailto:ontariosponsors@rstp.ca)
- Practical support with forms: [refugeessp@uottawa.ca](mailto:refugeessp@uottawa.ca)
- Specific issues or concerns: [PSR-PPPR@cic.gc.ca](mailto:PSR-PPPR@cic.gc.ca)

# Useful Contacts

## Refugee sponsorship conflict, disputes or breakdown

- Info Sheet: <http://www.rstp.ca/wp-content/uploads/2016/11/Sponsorship-Breakdown-Info-Sheet-RSTP-Final.pdf>
- IRCC: [IRCC.PSRCasereview-RevuedecasPSR.IRCC@cic.gc.ca](mailto:IRCC.PSRCasereview-RevuedecasPSR.IRCC@cic.gc.ca)
  - Concerns of no support
  - Serious disputes that could be leading towards a breakdown
  - Actual breakdowns (including secondary migration)



# Useful Contacts

## Suspected scams or fraud

- Telephone, internet, mail or other scams:  
Report to police & Canadian Anti-Fraud Centre  
1-888-495-8501 or [info@antifraudcentre.ca](mailto:info@antifraudcentre.ca)
- Charity scam:  
Call Canada Revenue Agency  
1-877-442-2899



# PART 3: Discussion

What resources have you accessed that have helped you stay informed?

What other strategies do you use to make sure that you are up-to-date when it comes to immigration and refugee policies and programs?



# PART 3: Discussion

## Resources shared by participants

Maytree Foundation newsletter: More focus on poverty and urban issues

<https://maytree.com/maytree-newsletter/>

For projections (Canada's Immigration Plan)

<http://www.cic.gc.ca/english/resources/publications/annual-report-2016/index.asp#s1.2>

For key figures on the Syrian refugee resettlement movement to Canada:

<http://www.cic.gc.ca/english/refugees/welcome/milestones.asp>

IRCC stats (Facts and Figures):

<http://www.cic.gc.ca/english/resources/statistics/>

# Questions?

refugeesettlement@ocasi.org



<http://wiki.settlementatwork.org>  
select “Refugees” under “Client Focus” category